

**The Acceptance Level of Electronic Government Initiatives
at the Tripoli Immigration Department of Libya**

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By

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Declaration

I declare that all the work described in this dissertation was undertaken by myself (unless otherwise acknowledged in the text) and that none of the work has been previously submitted for any academic degree. All sources of quoted information have been acknowledged through references.

FAISAL MUFTAH AHMAD ALKESHAR
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ABSTRACT

This study was to find out whether the acceptance level of electronic government initiatives at the Tripoli immigration department of Libya.

This study is designed to provide the benefit for practitioners, especially for employees and management position in immigration department to using the electronic government for their work. The study found that there are positive relationship between technology acceptance model (ease of use and usefulness) and electronic government initiatives.

Keywords: Technology acceptance model (TAM), e-government initiatives

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The Acceptance Level of Electronic Government Initiatives at the Tripoli Immigration Department of Libya

CHAPTER 1

1.1 Introduction

In recent years, information and communication technology (ICT) has played a pivotal role in the digital economy. It currently becomes one of the core elements of managerial reform around the world. Without doubt, governments from all over the world are fully cognizant of this potential and thereby employ ICT to support government activities. Hence, electronic government, so called e-Government, has emerged. The Internet is indeed the most powerful and popular means of delivering e-Government.

By using e-Government websites, citizens can conveniently access government information and services and gain greater opportunities to participate in democratic processes (Fang, 2002) as they can access government information and services anywhere and anytime. The time spent in traveling and waiting is reduced. Apart from that, online services are normally faster and more accurate than traditional services. From the government's point of view, the more citizens use e-Government, the more operation and management costs are reduced.

To obtain these benefits, the initial adoption and subsequent continued usage of e-Government websites by citizens are required. In general, an information

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